Basic IROC Training: Instructor Guide

Resource Status

Contents

Overview

This instructor guide is intended to be used with the Resource Status presentation and demo. The student guide follows the same format; encourage students to follow along and make notes. After the demonstration, provide students with the scenario material so they can put into practice what they have learned.

Additional instructor notes appear in boxes throughout this guide.

> When demonstrating the resource status screens and functions in IROC Portal, make sure you are logged in as a Dispatcher so that functions and screens are consistent with your users in class.

1. Describe Objectives

> The objectives are also shown in the Maintaining Incidents PowerPoint presentation.

Upon completion of this unit, students will be able to:

- View resource status directly in IROC.
- Set the availability for a resource.
- Set a resource available to a specific area.
- Set resource availability periods.
- View the details for a resource.

2. Discuss Resources Overview

Resources are the aircraft, crews, equipment, overhead, and supplies mobilized to incidents in IROC. Only dispatch managers can create a resource. However, all dispatchers can view resource information and set resource status.

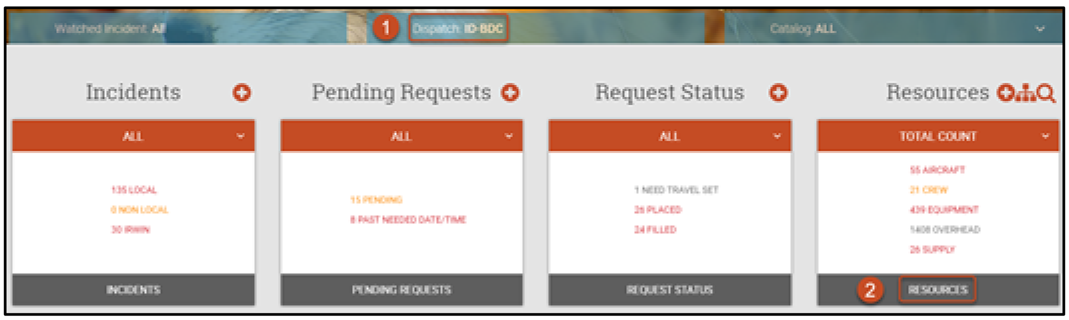
This guide describes how dispatchers can view and set resource status within IROC, as well as how to view the details associated with a resource.

> This training module is limited to viewing and setting resource status within the Resources work area. Other features in this work area will be covered in the Creating Resources and Maintaining Resources IROC Advanced Course training materials.
>
> Walk students through the Resources work area and demonstrate how dispatchers can quickly and easily determine resource status and take desired actions on those resources. As you do the walk through, take the opportunity to reinforce common work area functions, such as search and filter, as well as the icons found throughout the work area, such as the **Download**, **Documentation**, and **Attach** icons.

3. Viewing Resource Status

- Show the IROC Portal homepage.
- You may want to review homepage concepts that were covered in the Navigating the IROC Portal video, such as content selectors, list selectors, action tiles, and work areas.
- From the homepage, walk through the steps to access the Resources work area, as listed below.
- Refer students to the example "Dispatcher Nancy" scenarios for examples of how to view and modify resource status.

Example Scenario: Dispatcher Nancy wants to find all overhead resources listed as returned from assignment that need to be updated to available. She ensures that Catalog: Overhead is selected in the **Catalog** content selector. She clicks the Resources bar at the bottom of the action tile to navigate to list view. She clicks the **Returned From Assignment** quick filter to see a list with the relevant information.



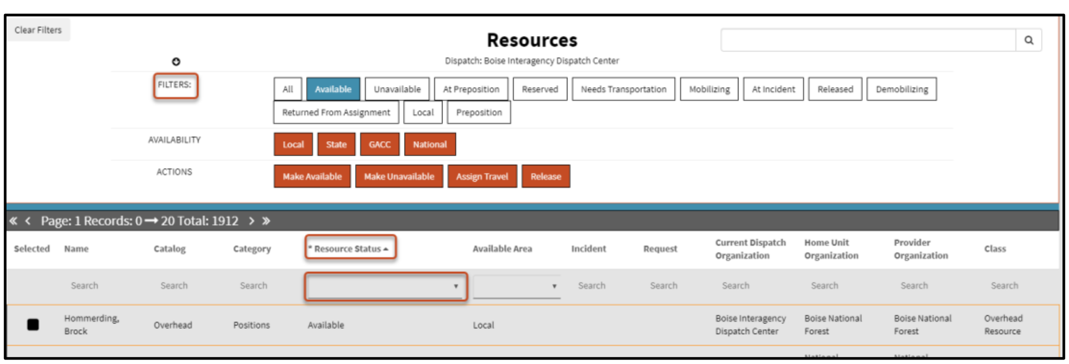
1 In IROC Portal, select the appropriate dispatch center from the **Dispatch** content selector.

2 Click the **Resources** bar on the Resources action tile to open the Resources work area on the bottom portion of your screen.

If users selected something other than **All Catalogs** from the **Catalog** content selector, they will see different information. Reinforce the idea that selecting an item from the **Catalog** content selector filters not only the information shown in the Resources, Pending Request, and Request action tiles but also in the Resources work area.

3 There are several ways to view resource status within the work area.

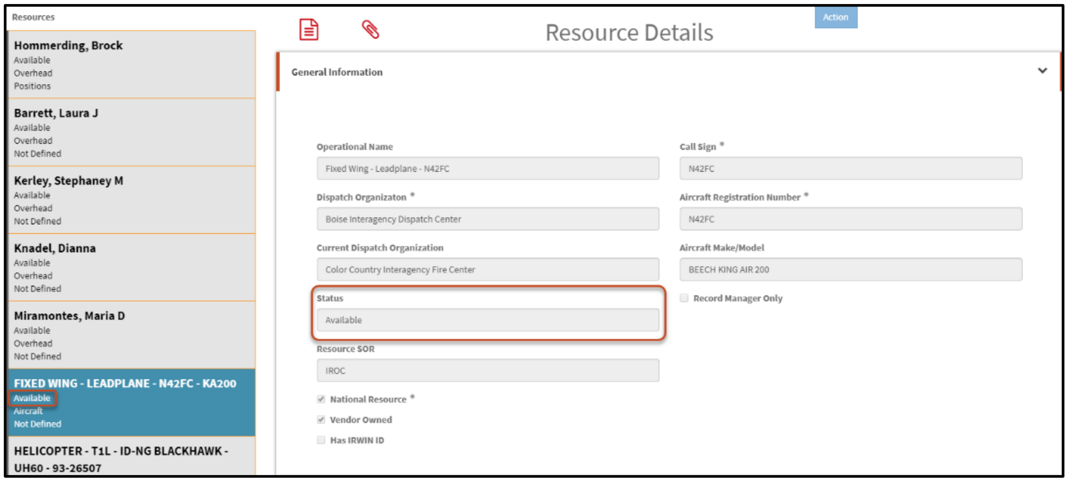
a In the default list view, you can filter the resource status column.



- Use the quick filters to choose one or more options. Selected options are blue; unselected options are white. To remove a quick filter, click it again.

- Click on the Resource Status column header to sort the items in the field in ascending or descending alphabetical order.
- Select a status from the drop-down list at the top of the column to filter the list to show only items that match your criteria.

b In accordion view, the status is listed beneath the resource name in the list on the left and is also displayed in the **Status** field of the General Information tab on the right.



Resource Status Key Terms

At Incident – The resource is committed and at the assigned incident.

Available – The resource can be used to fill a request. Resources on preposition incidents qualify as available.

Demob En Route – The resource is no longer assigned to an incident and travel has started, but the resource has not yet arrived at home.

Mob En Route – The resource is assigned to an incident and travel has started, but the resource has not yet arrived at the incident. This is the time between ETD and ETA.

No Status – The resource has no status set.

Reassigned (At Incident) – A resource on a filled request has been reassigned from one incident to another, but the mobilization ETD to the new incident has not yet passed.

Released (At Incident) – A resource on a filled request has been released, but the demobilization ETD has not yet passed.

Reserved – The resource has been assigned to a request but has not started travel. Either no travel has been assigned, or if travel has been assigned, the ETD has not yet passed.

Returned From Assignment – The resource has returned from the assignment but is not yet available for dispatch.

Tentative Release – This is an informational status. A resource may be tentatively released from At Incident so that a dispatcher can have a view of where resources are and their availability to be assigned to an incident.

Unavailable – The resource is not available to fill a resource order request.

Unavailable (Transferred) – The resource has been transferred to another dispatch, but the transfer has not been completed.

4. Setting Resource Availability

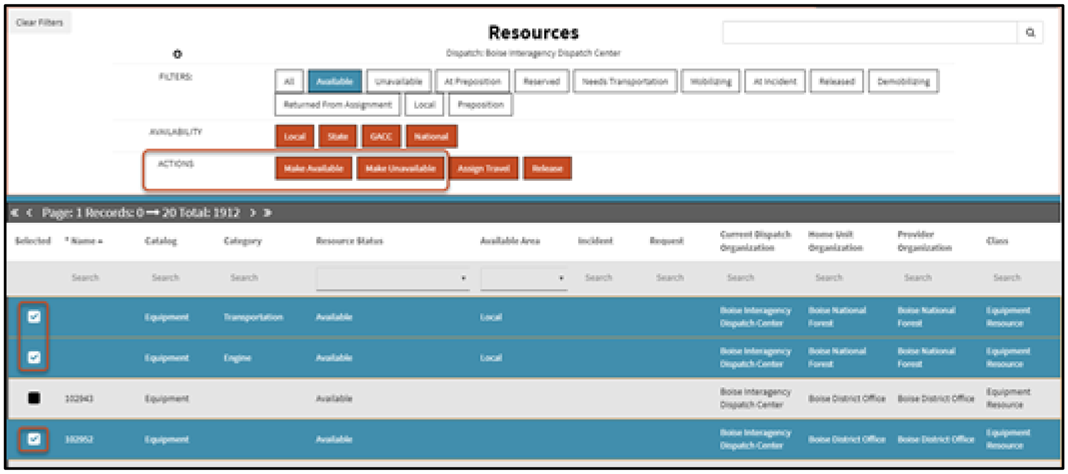
In the Resources list view of the work area, dispatchers can set resource availability to one or more items.

Example Scenario: After filtering the list to show resources returned from assignment, Dispatcher Nancy wants to set them all as available. She follows the steps here to change their status all at once.

1 Navigate to Resources list view.

2 Click the checkbox in the **Selected** column to choose one or more resources.

3 Click one of the following **Availability** action buttons: **Make Available** or **Make Unavailable**



> **Note:** The **Assign Travel** and **Release** action buttons will be covered in another section of the student guide.

Resource Availability Key Terms and Information

Make Available – Sets a resource status to available for dispatch. This resource can be used to fill a request. Resources on preposition incidents qualify as available.

Make Not Available – Sets a resource status to unavailable for dispatch. The resource is not available to fill a resource order request.

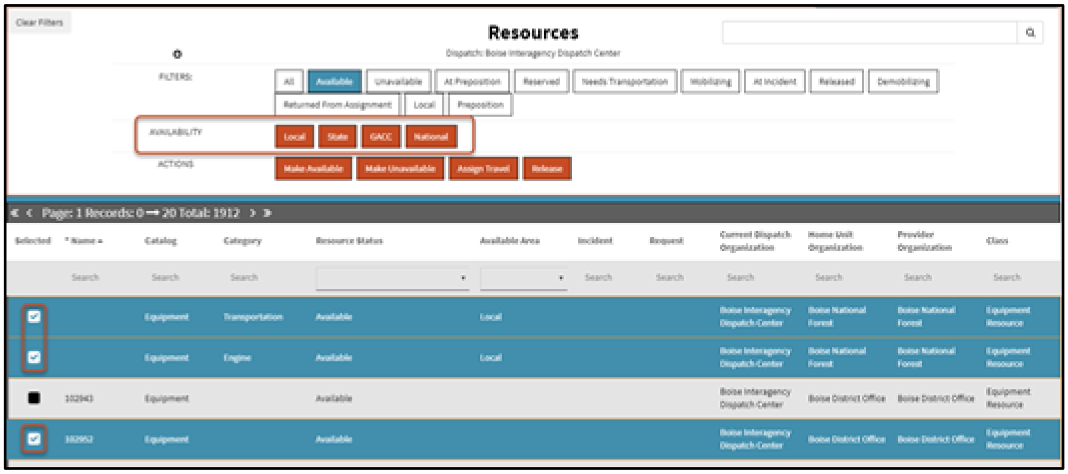
When can you make a resource available or unavailable? A resource must be active and unassigned or assigned to a prepo incident. The resource must not have an unavailability period in effect or be unavailable due to transfer.

Who can change status?

- For non-tactical aircraft, the *current dispatch* can set availability. If the resource is assigned to a preposition, the *prepo incident dispatch* or *controlling dispatch* (for support requests) can set availability.
- For tactical aircraft, the *aircraft's current operating base dispatcher* can set availability. If the resource is assigned to a preposition, the *prepo incident dispatch* can set availability.

5. Setting Resource Availability Area

Dispatchers can set the resource availability area for one or more resources.



1 Navigate to Resources list view.

2 Click the checkbox in the Selected column to choose one or more resources.

3 Click one of the following **Availability** action buttons: **Local**, **State**, **GACC**, or **National**.

> **Note:** In ROSS, *availability area* was referred to as *selection area*.

Resource Availability Area Key Terms

Local – Resource is only available to the managing dispatch unit.

State – Resource is available to dispatch units within the managing state.

GACC – Resource is available to dispatch units within the managing GACC.

National – Resource is available nationwide.

6. Setting Resource Unavailability Periods

Dispatchers can set unavailability periods in the accordion view for Resources.

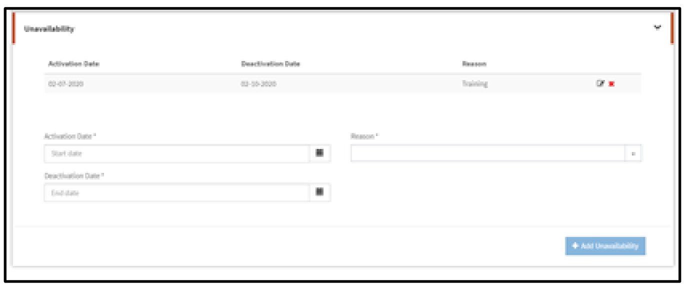
Example Scenario: Dispatcher Nancy needs to set an overhead resource as unavailable due to upcoming training. She follows the steps below to add the unavailability period to the resource.

> Dispatchers can mark resources as unavailable for specific periods, such as for training dates, maintenance periods, paid leave time, etc. During these periods, the resource will not be available for assignment to a request.

1 Navigate to Resource list view.

2 Double-click on a row to choose a resource.

3 Select the Unavailability tab in the accordion view on the right side of the screen. In this tab, you'll see a list of existing unavailability information at the top. Beneath that is a form where you add additional information for this resource.



Tip: You will need to scroll down to the bottom of the accordion view to get to the Unavailability tab.

4 Enter dates the resource will not be available for service.

a Enter the start date in the **Activation Date*** field.

b Enter the end date in the **Deactivation Date*** field.

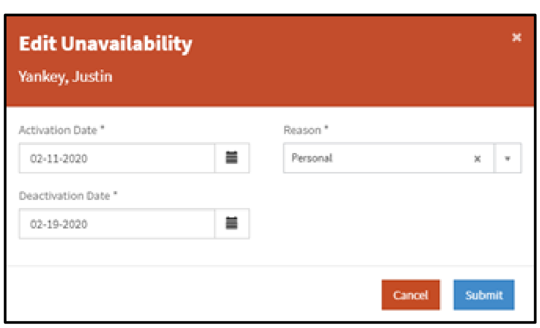
Note: If the resource will be unavailable for one day only, use the same date in both fields.

5 Select a **Reason*** from the drop-down.

Tip: Begin typing in the **Reason** field to perform a type-ahead search.

6 When done, click **Add Unavailability**. If the button is grayed out, check to ensure your dates are valid and in the future.

7 To edit an existing unavailability record, click the **Edit** icon for the existing record to open the Edit Unavailability screen. Make changes as needed and click **Submit.**



8 To delete an existing unavailability record, click the **Delete** icon for the existing record.

7. Viewing Resource Details

This is a good opportunity to review information available in the Resources accordion view. Remind users that to move between list view and accordion view, simply double-click on a record in the list.

Point out that dispatchers will not be able to modify most information in this view.

Example Scenario: Dispatcher Nancy wants to download a report of all assignments for a crew resource. She selects the resource in list view and then double-clicks on it and navigates to the Assignment History tab in accordion view. Clicking the Menu icon allows her to download the report as a PDF document. She could also choose Microsoft Excel or CSV as the format for the report.

1 Navigate to Resource Status accordion view.

2 The accordion view fields will vary depending on the Resource category (airport, crew, equipment, overhead, or supply). You can perform the following actions, regardless of category, by clicking on one of the following icons or action buttons:

   a **Documentation icon ()** – Click to add a comment/journal entry to the resource record.

   b **Attachment icon ()** – Click to attach a document to the resource record.

   c **Release Resource action button**

   d **Edit Resource action button** – Available in the General Information tab. This action button is grayed out for dispatchers.

> **Note:** The **Release Resource** action button is covered in the Managing Incident Resources training material.

3 Click a tab in the Resource Details pane to view the related information. The default is to have the General Information tab expanded.

> **Note:** Many tabs (such as the list on the Organization tab) have information that is view only; it cannot be modified. However, for all tables (such as on the Qualifications tab), you can use column head sort and right-click functions to sort or filter the list. You can also download the information by clicking the **Menu** icon (☰).
>
> **Note:** The Additional Attributes tab and the Contact Information tab are available only for Overhead resources.

   a **General information** – A view-only form showing a resource's operational name; dispatch organization; current dispatch organization; status; resource system of record; preferred jetport; and whether it is a national resource, is vendor owned, or has an IRWIN ID. The information on this tab cannot be modified by dispatchers.

   b **Additional Attributes** – A view-only list of additional attributes for an Overhead resource.

   c **Assignment History** – A table showing the assignment history for a resource.

   d **Auto Documentation** – A table showing all record activity for a resource.

   e **Contact Information** – A table showing all contact information for an Overhead resource.

   f **Contracts** – A table showing all contracts associated with a resource.

   g **Documentation** – Type text in the **Documentation** field and click **Submit**. The submitted information appears. Click **Export to PDF** to save this information as a Resource List report.

   h **Features** – A view-only list of features associated with a resource.

   i **Organizations** – A view-only list of all organizations associated with a resource.

- **j** **Qualifications** – A table showing all qualifications for a resource.
- **k** **Rosters** – A table showing all rosters associated with a resource.
- **l** **Unavailability** – See Setting Resource Unavailability Periods for more information.

For more information on how to view, filter, or download information in the tabs, refer to the "Navigating the IROC Portal Student Guide."

8. Objectives Review and Closing

You can use this time to lead an actual demo in IROC Portal or move directly into the scenario, depending on how you taught the material in this course. Use the PowerPoint presentation slide to review the objectives for this course and address any questions or comments.